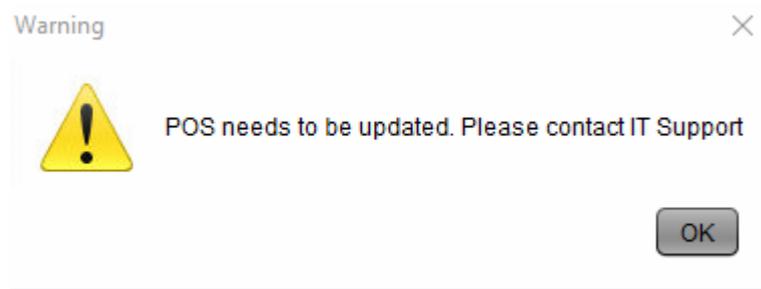




POS needs to be updated, what to do?



**Reason: TSG would only update the main POS and TSG does not have access to personal computer.**

**Master (Main computer):** Your POS

**Slave:** The other POS or personal computer

# 1 Find out the version of your main POS.

In the case, the current version for the main POS is 1.6.12.

The screenshot shows the TSG POS software interface. At the top, the window title is "LogMeIn - Remote Session" and the application title is "TSG POS". The date and time "15-08-2019 15:25:24" are displayed in the top left corner, with a red arrow pointing to it. The TSG logo is prominently displayed in the center, with the text "TSG POS - Touch Friendly Point of Sale" and the website "http://www.tobaccosg.com/". Below this, there are three progress bars showing the percentage of sticks purchased for BATA, ITA, and PML brands, all at 0%.

BATA Sticks purchased this period :	0%	0/0
ITA Sticks purchased this period :	0%	0/0
PML Sticks purchased this period :	0%	0/0

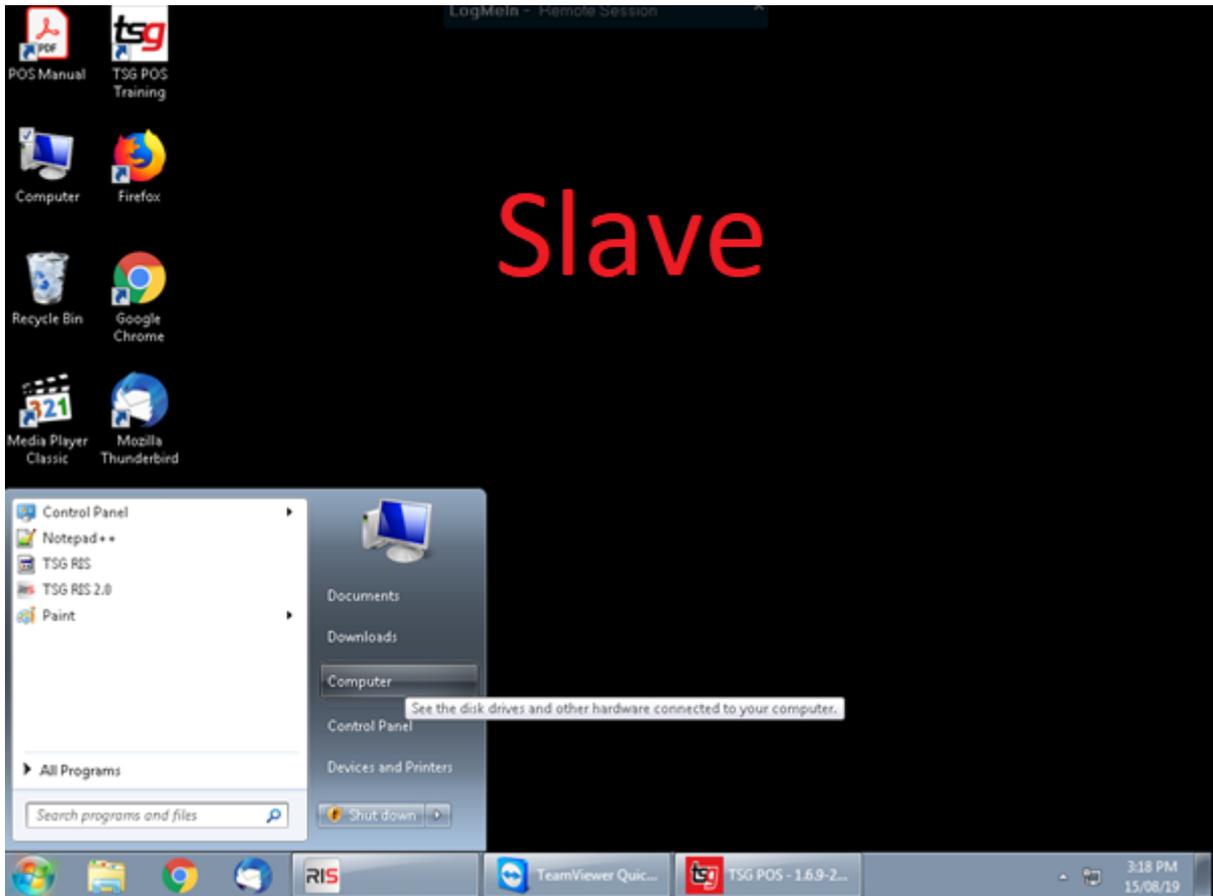
A large promotional banner for "28 DAYS CREDIT" is displayed in the center, featuring the TSG logo and the text "DDpay" and "PREFERRED PARTNER". The banner also includes the text "for all TSG stores! Visit the DDPAY tab in the TSG Online Shop today for more".

On the right side, there is a vertical menu with user selection options: Administrator, Employee, Franchisee, and Guest. Below this menu is an "Exit" button.

At the bottom, a notification bar shows "6 New Message(s)" and "Sync complete. Uploaded 0 sales records. 0 promo added. 0 promos recalled." The taskbar at the bottom includes icons for Windows, File Explorer, Chrome, and other applications, along with the system tray showing the time "3:25 PM 15/08/19".

## 2 Find out where the update files located on the **slave**.

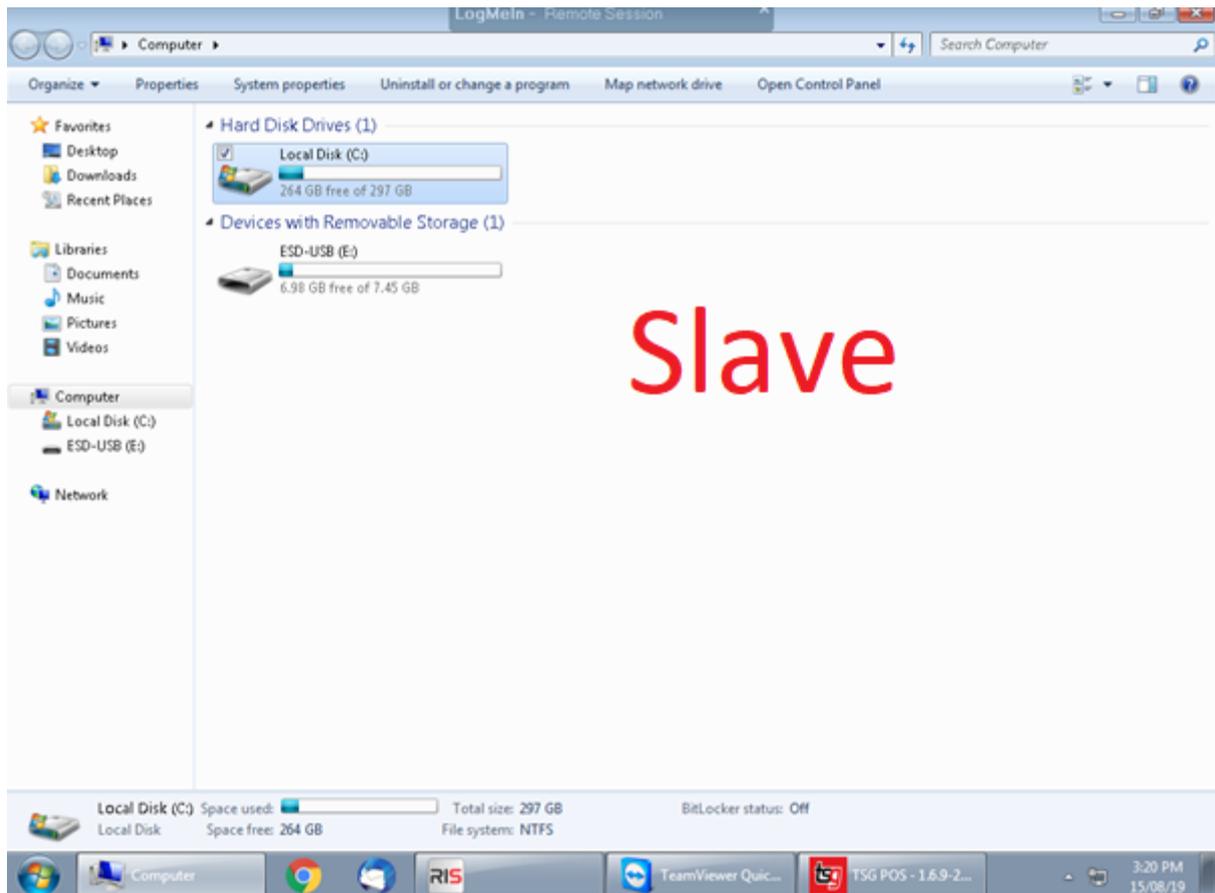
Go to my computer. (windows 7)



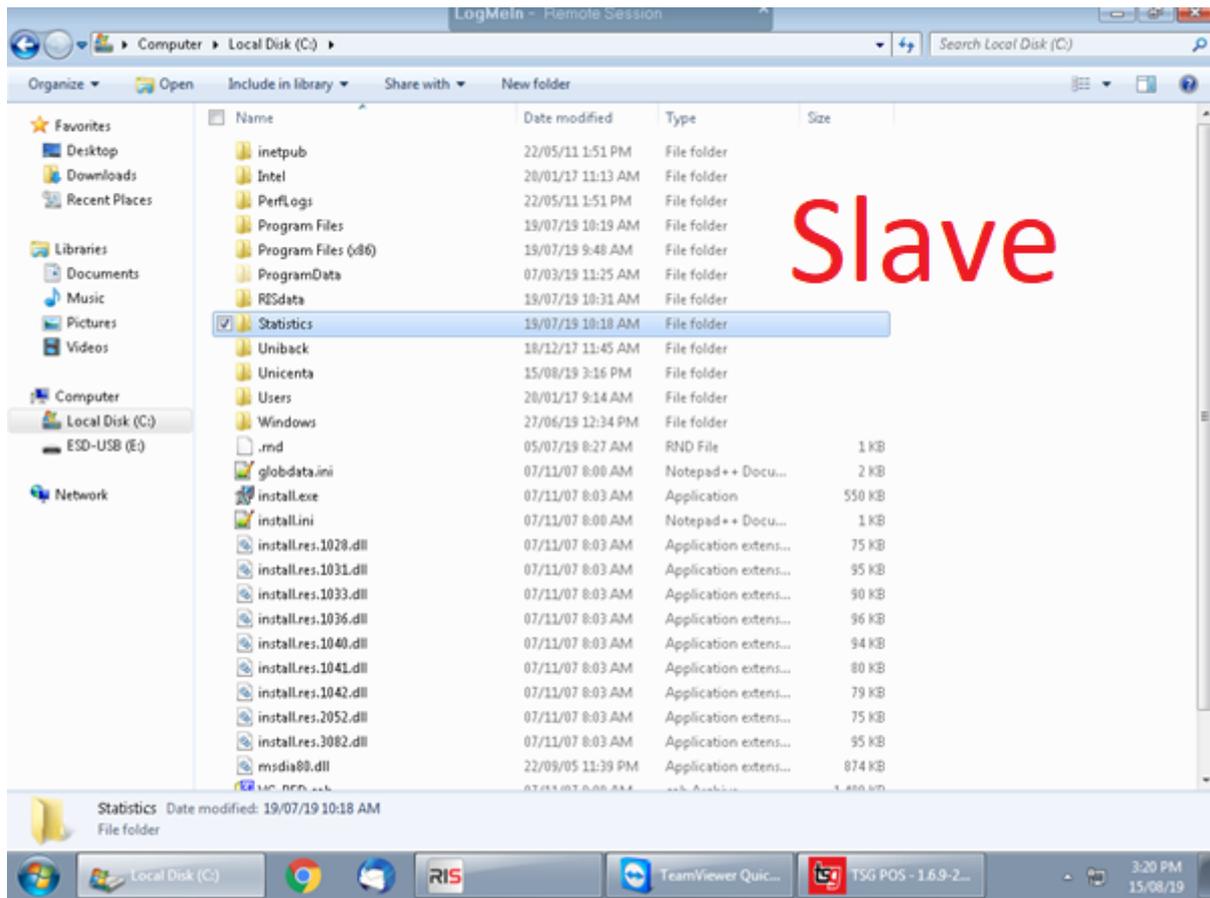
Or this PC (Windows 10)



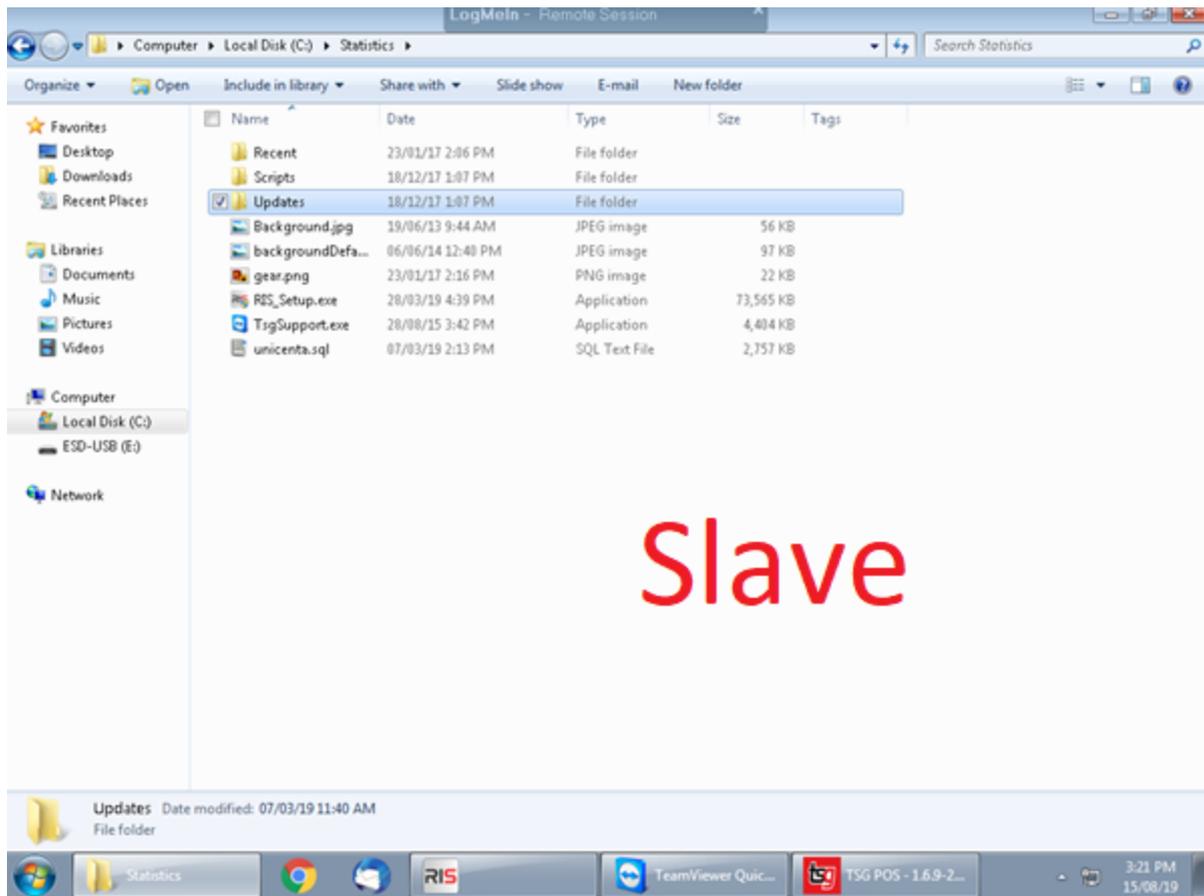
Select C drive.



Select statistics folder

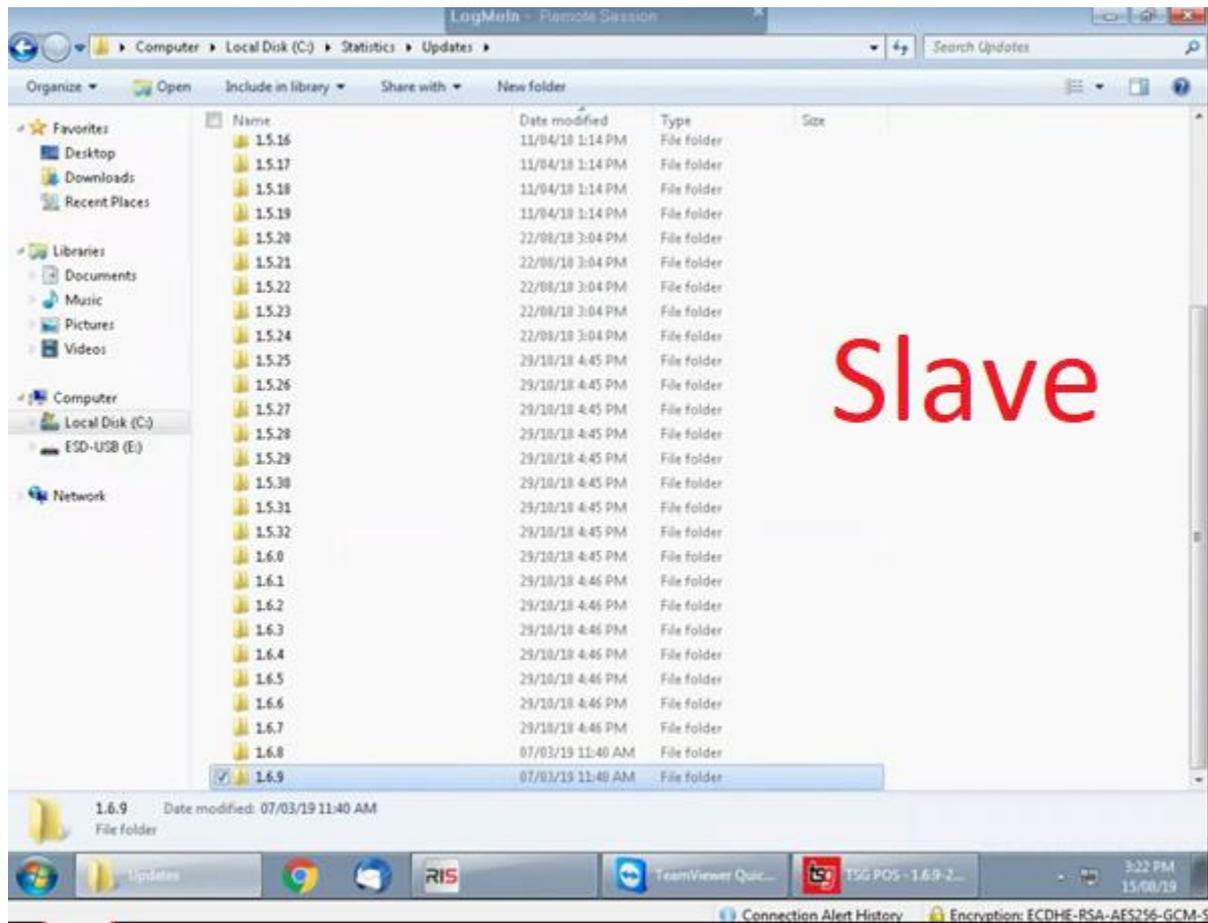


Select updates folder



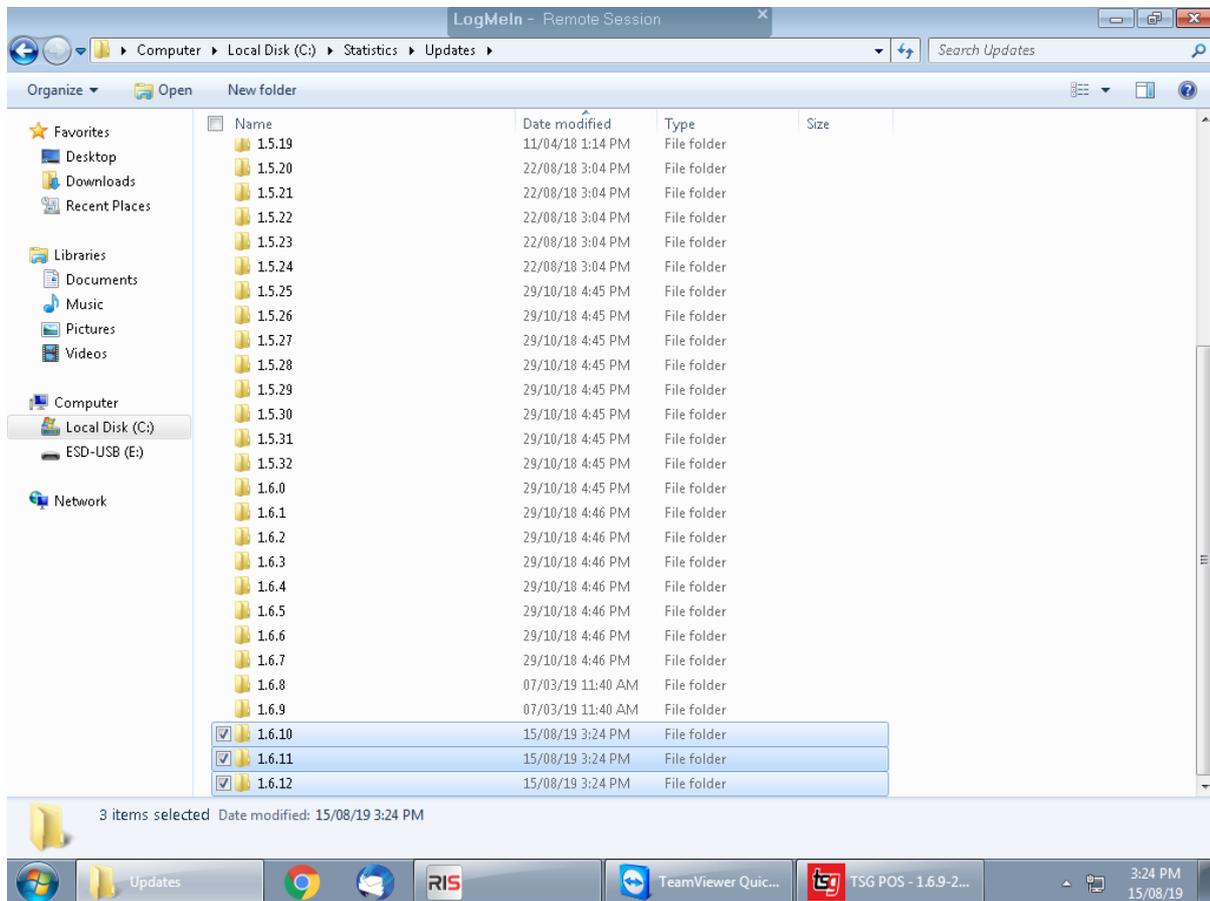
### 3 Find out what version is on for the **slave**

For this case, the current version for the **main** is 1.6.12 and the current version for **slave** is 1.6.9,



#### 4 Copy update files from master to slave

Go to C:\Statistics\Updates on the main computer and select file that needs to be update. In this case, 1.6.10,1.6.11 and 1.6.12, **copy these files into a USB and transfer(paste) to the slave updates folder.**



#### 5 Start the POS again.